

Addendum to First Steps Policy & Procedure Manual
Relates to: V Primary Service Coordination – 911 KAR 2:140
Section 1 (10)
July 2005

"The Primary Service Coordinator shall contact the child's family at a minimum of one (1) time per plan to discuss service coordination needs, unless otherwise stipulated in the IFSP."

This is a *minimum* requirement for PSC contact during the 6-month IFSP period. PSC's should make as many contacts as necessary to meet the needs of each child and family. The minimum requirement does not relieve the PSC from the responsibility of making other types of required contacts (scheduling IFSP meetings, IFSP amendments, returning calls from parents/providers as part of duties, etc.). Each PSC contact with the family should include inquiry as to whether there is a change in the status of their income, insurance, K-Chip, Medicaid, etc., with any changes sent promptly to CBIS.

Documenting PSC services on the IFSP

If there is no reason to contact the family more than once per plan, the plan for contacting the family should be documented on the IFSP within the Ideas and Strategies section on any appropriate Outcome page G. The Ideas/Strategies statements on the outcome page should document how often the family will be contacted, such as: "The PSC will contact you at least one time during the next 6 months for the purpose of determining your service coordination needs, and will also be available to you whenever you request help with service coordination needs." In the People Who Will Help and their Roles section list the name of the PSC with the role - "Service Coordinator".

If there is a reason the team specifies some particular number or frequency of PSC contacts, based on the family's priorities and concerns, an outcome should be included to address that need. *Example:* If the family is concerned that they have a lot of doctor's appointments and intervention visits to coordinate, they might like to specify that the PSC will contact them at least monthly. The outcome might state "The Jones' will be able to schedule all of Noah's appointments to minimize conflicts and give the family at least one day per week without an appointment." One strategy would be that "Sally, PSC, will contact the Jones at least once a month to assist them in coordinating Noah's services." Sally would also list "Sally Smith, PSC" in the "People who will help and their roles" column on that outcome.

PSC services should also be documented along with all other services on the Summary of Services page I.